

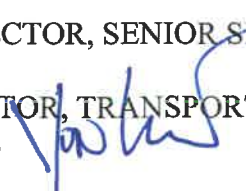
# City of Alexandria, Virginia

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## MEMORANDUM

**DATE:** MARCH 13, 2019

**TO:** MARY LEE ANDERSON, DIRECTOR, SENIOR SERVICES

**FROM:** YON LAMBERT, AICP, DIRECTOR, TRANSPORTATION & ENVIRONMENTAL SERVICES 

**SUBJECT:** OPERATING PROCEDURES FOR DOT PARATRANSIT

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The Alexandria Health Department continues to advise that the general public in Alexandria is currently at low risk for COVID-19. However, T&ES staff has prepared this memo to outline operating procedures in the event conditions change that could impact the City's ability to provide services due to staffing limitations or operating status of the City and/or transit service. If necessary, Senior Services should follow these procedures when scheduling trips for clients.

While the DOT Paratransit program will make every effort to accommodate the trips requested by DOT clients, if there is a reduction in available drivers, high priority trips shall be prioritized. Any trip not included on this list, will be accommodated only if there is a driver available.

High Priority Trips – Clients being transported to and from:

- Dialysis appointments
- Cancer treatment appointments
- The hospital or doctor's office

In making reservations, reservations staff should review the origin or destination of the trip to determine if the trip should be considered a High Priority Trip. If determined not to be a High Priority Trip, reservation staff may notify the client that their reservation may be canceled if there are shortages of drivers.

DOT staff will work with Diamond and King Cab to ensure that they are keeping the City and reservation staff up to date on their operating status and any impacts to their ability to provide service. If notified that there is a reduction in drivers, reservation staff will implement the prioritization of trips as outlined in this memo.

At this time, the City intends to maintain current operating status. Reservation staff will continue operations under their normal hours. Any status changes will be posted on the City's website at [https://www.alexandriava.gov/ 6538](https://www.alexandriava.gov/6538). Information should be provided to alert clients who call about the current operating priorities and their options for making a reservation.